

Town of Needham
Document Management Storage and Retrieval Solution
RFP14NEE272G

Notice to All Prospective Bidder

Deadline for written questions	4:00 p.m. Friday, May 9, 2014
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ADDENDUM #2 RELEASED (WEDNESDAY, MAY 14, 2014)

We are issuing this addendum to provide more information with regards to the following questions received:

1. Is there a need to search for content within the documents themselves (i.e. contracts)?
 - o If yes, is this the primary OCR to be used to support document retrieval?
 - o If no, please clarify.

Answer: Yes, it is the primary motivation for OCR.

2. Is the document redaction requirement to address a security concern or is there a need for actual content redaction?

Answer: There are security and privacy concerns in addition to the need to redact specific content.

3. Could you provide an example of the kind of content that will be redacted?
 - o Is the content structured (SSN) or unstructured (contractual language)?

Answer: Both structured (SSN) and unstructured languages within a document.

4. Are you looking for the system to automate the redaction process, or will the Town resource(s) manually drive the redaction process?

Answer: The Town is interested in dual functionality.

5. Will the document redaction take place as an ad-hoc process, or is there a formal redaction strategy in place?

Answer: Currently, there is not an organization-wide policy.

6. Is there a need to retrieve content via web browser?
 - o If so, please explain the need

Answer: Yes, Town employees would need to be able to access content through a web browser.

7. On page 17 of the bid (top section), one of the bulleted items states "Proposal must not include marketing materials" Please provide further clarification as to what can and cannot be included from a marketing perspective, with this proposal/bid response

Answer: The Town does not want information included regarding features and/or other functionality that is not part of bidder's proposal to be included with the submission. The Town believes that this will best avoid misunderstandings as to what the bidder is offering for the price that is stated on the bid price proposal form.

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8. How are you currently using the IBM Iseries OS?

Answer: The Town operates its SunGard Public Sector applications for billing and collections (property taxes, water and sewer bills, and miscellaneous receivables) and some financial reporting. The Town also uses IBM for the public safety computer-aided dispatch programs. This is also a SunGard Public Sector product.

9. How does Citrix fit into your environment?

Answer: Citrix is used as application access for desktops, but not all desktops.

10. How does Microsoft SharePoint fit in here?

Answer: The Town does not use Microsoft SharePoint.

11. What is your overall Content Management Strategy (specifically around SharePoint)

Answer: The Town does not use Microsoft SharePoint. The strategy has been outlined in the RFP, as best it could be explained.

12. What repository is being used now to store all documents?

Answer: The Town uses Dell servers and Equallogic products.

13. Do all of your users have Microsoft Office?

Answer: Yes.

14. What is the desktop environment like for a typical user?

Answer: Windows XP or Windows 7.

15. Can you provide us with examples of the documents referenced in the RFP? (Redacted or "dummy" documents are ok)

Answer: Please follow this link for a sample of meeting minutes and agendas <http://www.needhamma.gov/archive.aspx>. Additionally, we have enclosed a sample of a Water report.

16. Can we get screenshots of the system you would like the solution to integrate with? (page 15, bullet 5)

Answer: Please see attached for Home Page screenshots of Infinite Visions and SunGard application.

17. Is there a specific format that you would like the response formatted in?

Answer: Please refer to page 23 of the RFP, the Town has indicated that six (6) paper copies and one (1) electronic version of the technical proposal is submitted.

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18. Are there any other systems apart from the systems mentioned below with which the proposed document management system needs to be integrated?

- o Citrix
- o Infinite Visions for Accounting and Financial
- o SunGard for General Ledger

Please clarify.

Answer: Correct, the Town also uses SunGard for billing and collections, e.g. property taxes, miscellaneous billing, and water and sewer service billing, and the Town also uses SunGard Public Sector for its public safety computer-aided dispatch application.

19. We understand that less paper initiative is key requirement of project and so there will be requirement of capture solution for scanning backlog as well as ongoing paper documents and files with support for the following:

- Both bulk and web scan capabilities
- Automatic extraction of data using OCR
- Automatic file and document separation using blank page separator, barcode separator and fix page
- Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning

Please confirm our understanding is correct.

Answer: Yes, what the Town is seeking for is inclusive of such examples.

20. Is Needham Town open for adopting a new scanning solution which is seamlessly integrated with the proposed document management system or looking only for integration of proposed DMS with the existing Ricoh and Canon scanning systems? Please Clarify.

Answer: The Town would prefer to use existing equipment in order to keep costs down. However, the Town will consider any proposal which meets the minimal requirements.

21. If new scanning solution is required, then at how many scanning stations would be setup as part of the current project scope?

Answer: The Town is unable to answer at this time.

22. Since backlog scanning is a part of the current project scope, please provide the clarity about the backlog volume which needs to be scanned as part of the current project scope.

Answer: Scanning is not part of the scope.

23. Request you to include the following specification to ensure best of breed document management solution:

Archival of Documents

- Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder

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- Document Version Management with Check Out / Check In
- Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.
- Repository should be format agnostic
- Indexing of the documents on user defined parameters
- Association of the key words with the documents

Answer: The Town is not clear on what the question is, but the information was contained in our RFP.

24. Request you to please provide clarity about the support and maintenance period as part of current project scope.

Answer: The Town would be looking for the bidder to disclose its support and maintenance period and what it would cover.

25. Since the Document Management System will be storing critical documents of department which needs to be archived for long term, we recommend the department should archive documents in PDF/A format with inbuilt support for view/annotations (PDF/A is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects.)

Answer: The Town is not clear what the question is and is unable to respond.

26. Is Disaster Recovery site also part of the current project scope?. Please clarify.

Answer: The Town is interested in what your firm offers for Disaster Recovery, if anything, but is it not a requirement.

27. Is there any timeline the department has for implementation of this project?

Answer: The Town is looking to Bidders to propose a timeline. This is a new endeavor for the Town and hence the Town has not set a pre-determine timeline. We anticipate that the project will begin in late summer/early fall of 2014.

28. Request you to please provide clarity on the uptime of the proposed solution.

Answer: The Town would expect the product to be available 24/7, if it's not, the Bidder should explain why.

29. Which all DMS systems has Needham Town seen in the last 1 year?

Answer: The Town has met informally with various vendors who reached out to the Town, as well as seen product presentations at trade shows.

30. What is the approximate budget of the project?

Answer: About \$80K.

31. In how many departments of the town does the proposed Document Management system need to be implemented?

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Answer: All of them, about 30 or so.

32. Since Town of Needham has asked vendor for Record Management, request you to include the following specification to ensure best of breed record management solution :The Record Management System should be certified to one of the record management standards like DoD-5015.02/VERS/ISO 15489 etc.

Answer: The Town is unable to respond to this question.

33. 'As per mentioned under section Quality Requirements "Bidder must propose a non-proprietary solution, in which the Town would be able to access stored data even if the Bidder was to cease to provide these services in the future."

We are providing the COTS based solution which archives the documents in non proprietary format. Moreover if required then we can also enter into an escrow account incase you require the source code of the project or can provide the utility for migrating the data from our system to other system if department don't want to continue with the solution in future.

Request you to please clarify whether COTS based solution are allowed to participate in the bid or not.

Answer: Yes the Town will consider Commercial Off The Shelf (COTS) solutions.

34. Is there any timeline which the department has envisaged for implementation of this project?

Answer: Please refer to answer to question 27.

35. Would Hardware delivery be part of the current project scope?

Answer: No.

36. Does FCHA has existing hardware . If yes, please provide the details about application servers, database servers which are there in the department. Please clarify.

Answer: Please refer to the RFP, page 15 for existing hardware. The Town does not understand what "FCHA" stands for.

37. Does the solution need to be deployed in Virtual environment or non virtual environment. If the solution will be deployed in Virtual environment, then what is existing infrastructure available in the department.

Answer: We prefer a virtual environment. Existing infrastructure we have Dell servers with attached Equallogic storage with fiber between buildings.

38. Are there formalized Records and Information Policies and Procedures in place that need updating or revising?

Answer: The Town follows the Commonwealth of Massachusetts Public Records Law.

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39. Is there a Records Management function? If so, who does it report to?

Answer: No.

40. Will the ECM solution be under the control of IT or another function?

Answer: ITC (Information Technology Center).

41. Is Needham looking for the vendor to update existing procedures for digital document storage?

Answer: No.

42. Does a town wide taxonomy exist (listing of all record types)?

Answer: Please see examples in RFP, page 14.

43. Does the current internal scanning operation meet ISO standards:

Answer: No, this is the reason the Town is looking for a Document Management Storage and Retrieval Solution.

44. Will paper documents converted to digital be destroyed once the conversion is completed?

Answer: Not relevant.

45. Should pricing of Records Governance policies and procedures and program set-up be included in the ECM pricing or be offered as an option?

Answer: The Town is not seeking consulting services for policies and procedures. The Town adheres to the Commonwealth of Massachusetts Public Records laws.

46. Can Needham provide an organization chart?

Answer: Yes, please see attached.

47. Is the cost of conversion of Laserfiche to the solution to be included in this bid?

Answer: The Town is seeking the functionality but not requesting that the vendor do the work, therefore there should be no cost.

48. Is the cost of integrating solution to existing and developing systems to be included in the bid?

Answer: Yes.

49. Is a third party software (OCR) for the proposed solution acceptable?

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Answer: Yes.

50. Is Document Retention and Management a required feature of the solution?

Answer: This question is broad and could be interpreted in several ways. The Town is requiring a solution to collect, compile, retain and recall data, however no solution may automatically delete files.

51. Will city of county clients be acceptable as clients for Relevant experience?

Answer: Yes.

52. If a demonstration of solution is requested, will a remote web demonstration suffice or will it have to be on-site?

Answer: The Town will allow a web-based demonstration that allows for hands-on exercises. Bidders are reminded that the evaluation team must be able to work with the software.

53. The RFP mentions that the Town has approximately 300 staff members and 100 of those individuals need to be trained on the solution but 50 or more need to use the software concurrently. Can the Town please clarify:

- a. Approximately how many individuals (not user licenses) will need full document access to do things such as create, modify, and delete documents or update metadata?

Answer: 100 +

- b. How many individuals (not user licenses) will need read only document access?

Answer: The Town does not wish to be limited in the number of individuals accessing the information in a read-only capacity.

- c. How many individuals need to be trained on Administrative functions of the software (i.e. system configuration, user creation, security configuration, etc.)?

Answer: About 6

54. What retention schedule is the Town currently using?

Answer: The Town adheres to the requirements dictated in the Commonwealth of Massachusetts Public Records Law.

55. What version of Microsoft Office is the Town using?

Answer: 2010

56. What version of Microsoft Exchange is the Town using?

Answer: 2012

57. What version of Infinite Visions is the Town using?

Answer: Version 3.1 but the product upgrades about once a quarter

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58. What version of SunGard is the Town using?

Answer: NaviLine Version 7.0 7.0.7.1

59. After the historical back log of paper documents is scanned some documents can be saved into the document management system directly from some applications, with this in mind which applications generate documents? Also, can you please include all of your line of business systems and or MS office applications?

Answer: Examples of documents to be included in the Scope that could be saved directly from existing applications were provided in the RFP (i.e. Outlook, documents generated by accounting software, etc.). For MS Office the primary applications used are Word, Excel, and PowerPoint. It is possible that documents from Publisher may be included.

60. How many documents (size of data) are store in the Laserfiche solution?

Answer: Roughly 2GB.

61. Does the Town of Needham have a specific level of integration expected with the Tyler product(s)?

Answer: Where it can be fully integrated it should otherwise a process needs to be designed to allow the user to place items into the document management solution.

62. Would the Town of Needham be interested in a case management solution?

Answer: No.

63. Would the Town of Needham be interested in records management functions to manage records disposition schedules?

Answer: If it is not part of the proposal it could be offered as an option

64. Does the Town of Needham plan to host the system on premise or does the town prefer a cloud solution?

Answer: The Town prefers a system on premise but is not adverse to a cloud based solution.

65. Will the Town of Needham be sharing the list of vendors responding to this RFP?

Answer: Yes, after all submissions have been received and the contract has been awarded.

66. How many users will require access to the system?

Answer: 50 to 60 concurrently, but an infinite number of users may need to access the system in view-only capacity.

67. What is your allocated budget for the project?

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Answer: Please refer to question 30

68. In your bid are you looking for any hardware, such as copiers, printers or scanners to use in storing and retrieving your documents?

Answer: No, the RFP is for software only.

69. In the RFP Part 2 – Scope of Services, section- Overview, paragraph 2 (page 14) you make reference to the need for onsite or web-based administration of your new Document Management Solution.

- Could you please outline the specific responsibilities you would foresee in this role vs. those of local IT staff? Please detail.

Answer: The onsite or web-based administration is specific to the local (i.e. The Town's) IT staff. We would be expecting the vendor to provide support and maintenance not administration.

- Is there currently sufficient security protocol to allow for remote access and administration, or would that be part of the project effort?

Answer: the Town is looking for vendors to provide support and maintenance services only.

70. In the RFP Part 2 – Scope of Services, section- Background, bullet #4 (page 15) it states "It would be the expectation of the Town that this stored data would be easily translated to the new system".

- Are conversion services to be estimated in this RFP response or is this a future phase project?

Answer: The Town is seeking the functionality but not requesting that the vendor do the work, therefore there should be no cost.

- If conversion services are part of the RFP requirements, please confirm that the Town of Needham has full access to this data and the associated database schema/format to facilitate data mapping for the conversion.

Answer: The Town is just seeking the ability to convert existing data to the new system. We want the vendors to provide a method that would allow for the information to be easily translated to the new system, but the expectation would be for Town resources to perform the migration tasks.

- Please provide page volume counts and the Laserfiche version(s) being used in each area.

Answer: Roughly 2GB.

71. Can you please describe what type of integration is expected with Infinite Visions and SunGard (e.g. document retrieval, database lookups, posting data, etc.).

Answer: The town would expect that the new system would facilitate document retrieval from Infinite Visions and SunGard, i.e. for reports to be brought into the document management system as effortlessly as possible. The document management system would need to allow the user to easily save those reports to its repository.

72. The RFP mentions "automate manual processes."

- Are there any specific workflow processes that should be estimated in the response?

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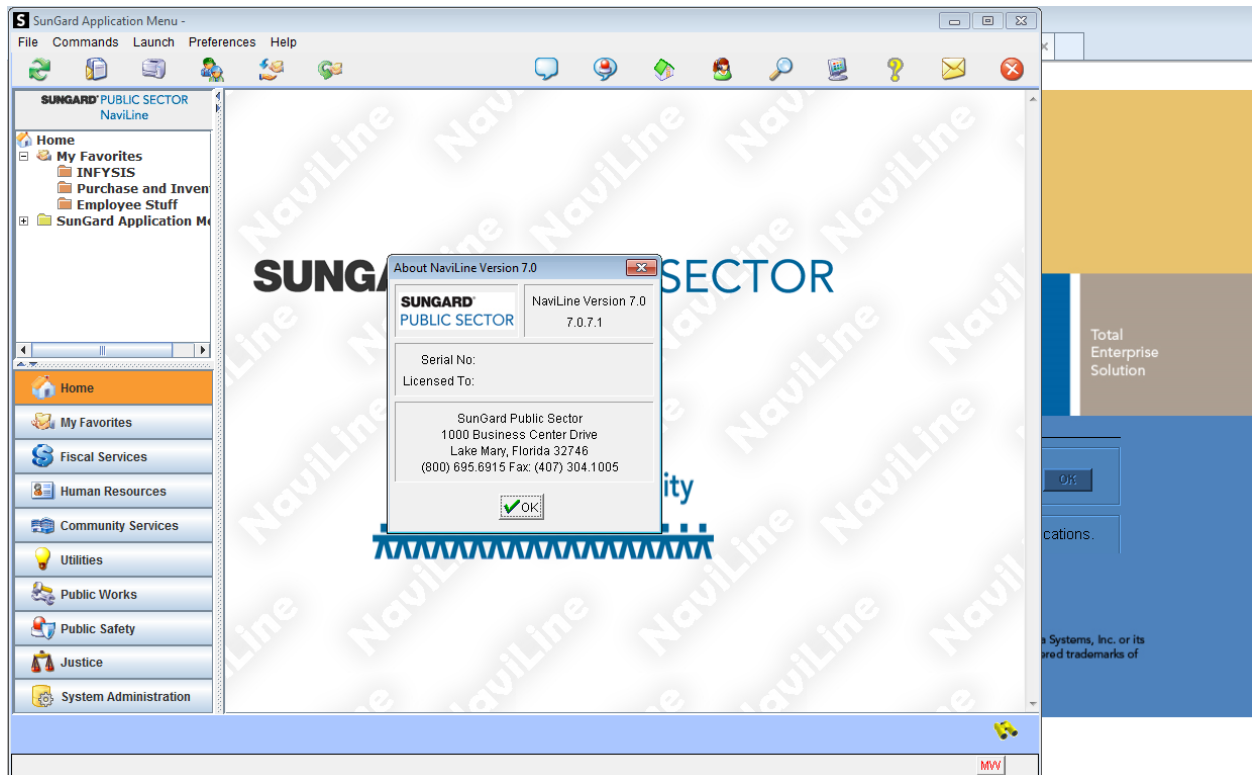
Answer: No, the town is not looking to implement workflow within the new document management and storage system.

- If yes, please provide workflow details and user counts for those that will be involved in the process.

The above information was prepared by or in consultation with: **David Davison ATM/Director of Finance/CPO; Roger MacDonald, MIS, Director; Tatiana Swanson Finance and Procurement Coordinator.**

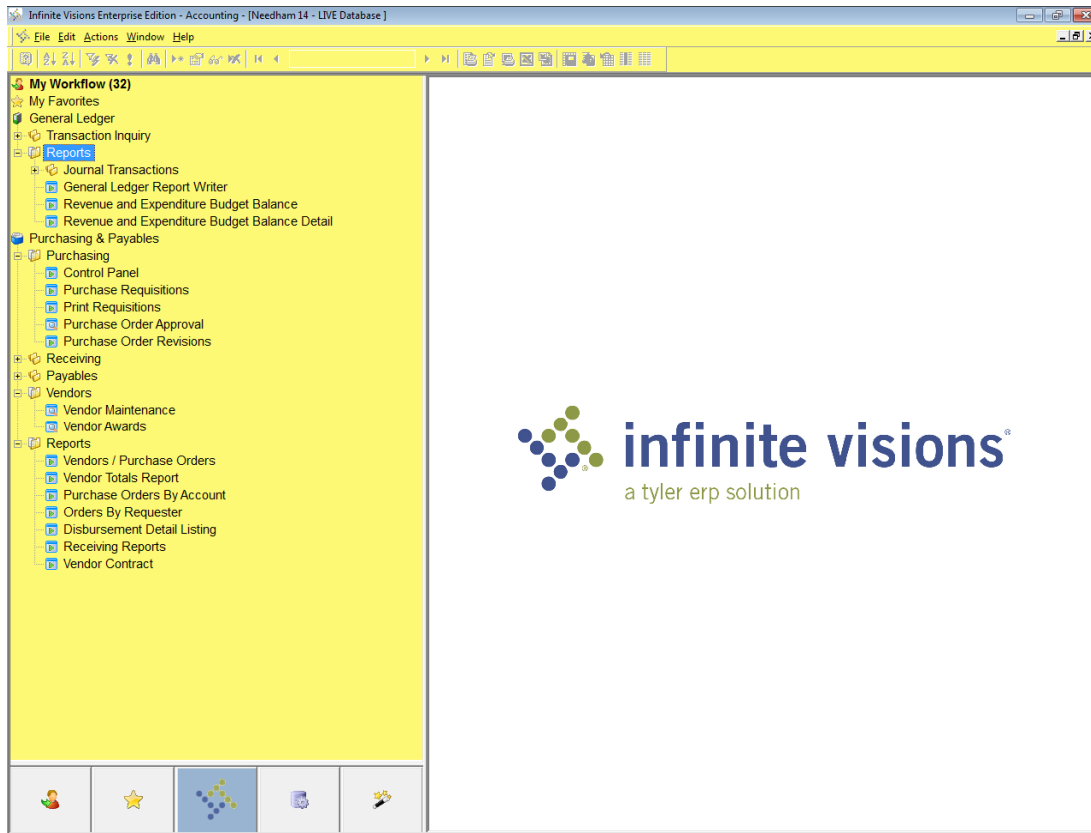
Bidders are reminded to acknowledge receipt of any and all addendums.

SunGard Public Sector - Screenshot



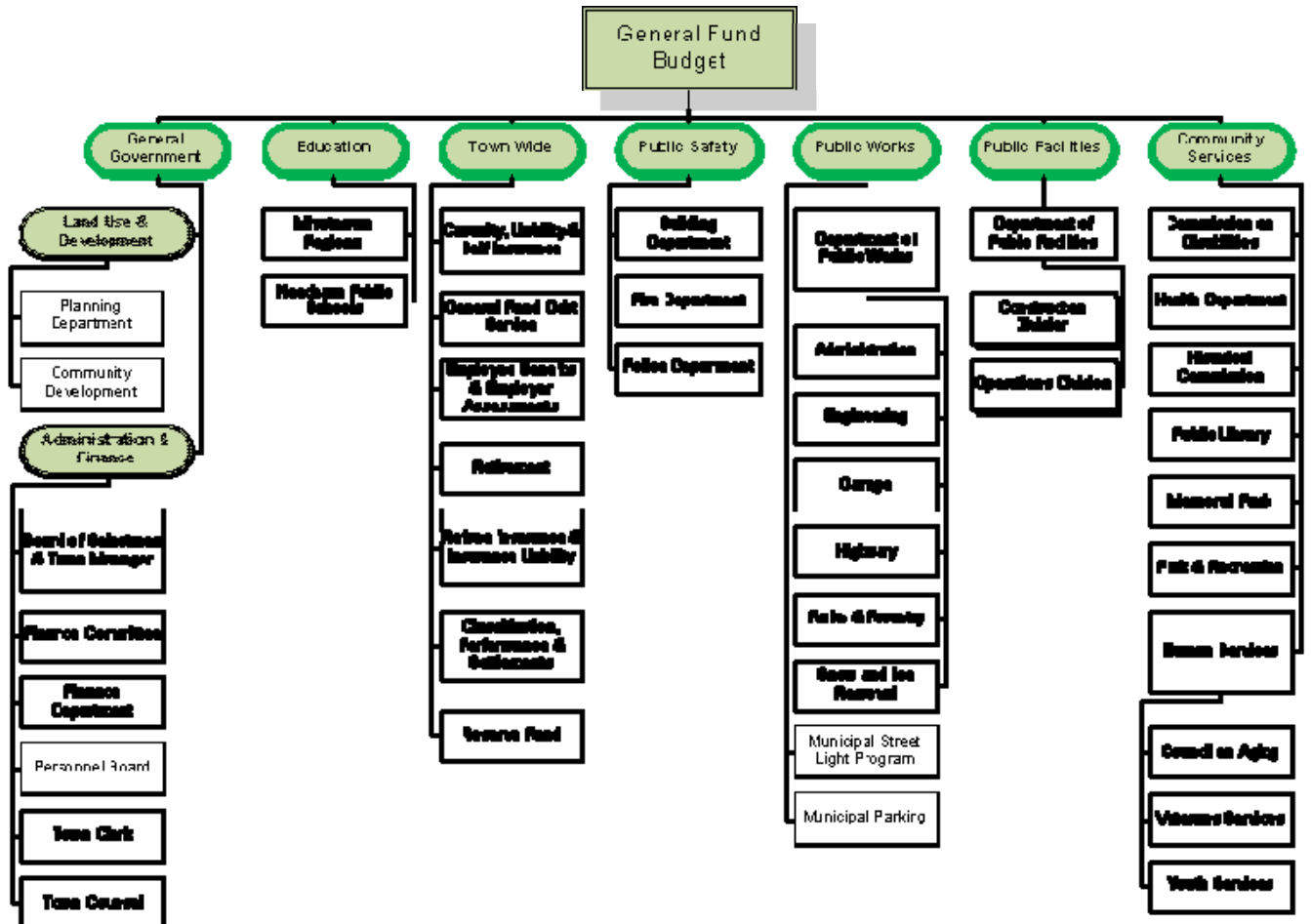
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Infinite Visions - Screenshot



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Town of Needham - Org Chart



CUSTOMER ID/NAME		LOCATION ID/SERVICE ADDRESS		DELINQUENT		UNDER		CUT-OFF		BALANCE DUE		ADDITIONAL DELINQUENCY *	
NOTICE		LAST PAYMENT		AMOUNT		LIMIT		AMOUNT		CODE		SPECIAL CASH EXEMPTION	
FIRST	SECOND	THIRD	CUT DATE	DATE	AMOUNT	DATE	AMOUNT	DATE	AMOUNT	CODE	ONLY	CODE/DATE	ONLY
CYCLE: 07 ROUTE: 10													
5/02/14	7057 CONROB REALTY	6/02/14	7/01/14	12/15/14	1/15/14	1198	397 GREAT PLAIN AVE	13.62	NO	13.62	28.98	N	
5/02/14	12127 CON-ROB REALTY TRUST	6/02/14	7/01/14	12/15/14	8/02/11	1208	36 EVANS RD	498.73	NO	498.73	571.17	N	
5/02/14	12121 R S BACCHIOCHI INC	6/02/14	7/01/14	12/15/14	12/27/13	1210	28 EVANS RD	397.85	NO	397.85	526.28	N	
5/02/14	7077 KENNETH D MULLEN JR	6/02/14	7/01/14	12/15/14	1/21/14	1318	459 GREAT PLAIN AVE	307.05	NO	307.05	638.50	N	
0/00/00	515 TRAMONTOZZI EGDIO	0/00/00	0/00/00	0/00/00	4/02/14	5820	16 CLYDE ST	4.00	YES	4.00	9.04	N	
5/02/14	36357 NEEDHAM CHANNEL	6/02/14	7/01/14	12/15/14	3/05/14	5822	257 CHESTNUT ST	37.55	NO	37.55	63.39	N	
5/02/14	27829 HOME TEAM REALTY ASSOC INC	6/02/14	7/01/14	12/15/14	1/03/13	5836	339 CHESTNUT ST	99.77	NO	99.77	115.44	N	
12/26/13	33045 CLASSIC WAR BIRDS & V GALLERY	1/27/14	2/24/14	12/15/14	9/18/12	5852	902 GREAT PLAIN AVE	25.53	NO	25.53	30.65	N	
5/02/14	32417 DUPEE MATT	6/02/14	7/01/14	12/15/14	2/04/14	5854	916 GREAT PLAIN AVE	25.40	NO	25.40	40.78	N	
5/06/14	33191 FITCH JOHN	6/05/14	7/07/14	12/15/14	2/24/14	6628	1433 HIGHLAND AVE	753.30	NO	753.30	1,642.28	N	
5/02/14	7689 GATTO MURIEL A	6/02/14	7/01/14	12/15/14	2/25/14	6636	81 CHAPEL ST	30.40	NO	30.40	35.58	N	
5/02/14	7693 ROMA REALTY TRUST	6/02/14	7/01/14	12/15/14	3/12/14	6638	91 CHAPEL ST	15.20	NO	15.20	30.58	N	
4/04/14	8255 THE HEALY LAW FIRM LLC	5/05/14	6/03/14	12/15/14	8/23/07	6784	1315 HIGHLAND AVE	206.13	NO	206.13	223.13	N	
5/02/14	8359 BEQUERIE PETER	6/02/14	7/01/14	12/15/14	1/31/12	8354	54 MELLEEN ST	35.76	NO	35.76	43.43	N	
5/06/14	34865 ALIED CAPITAL PROPERTIES	6/05/14	7/07/14	12/15/14	12/10/13	9348	827 HIGHLAND AVE	895.23	NO	895.23	918.61	N	
5/02/14	32623 194 REALTY TRUST	6/02/14	7/01/14	12/15/14	3/21/14	9530	648 HIGHLAND AVE	110.45	NO	110.45	235.14	N	
5/02/14	18207 PRINTCENTRE	6/02/14	7/01/14	12/15/14	4/22/13	9862	37 FRANKLIN ST	62.51	NO	62.51	88.09	N	

CUSTOMER ID/NAME				LOCATION ID/SERVICE ADDRESS			ADDITIONAL DELINQUENCY				
----- NOTICE -----				LAST PAYMENT			SPECIAL CASH EXEMPTION				
FIRST	SECOND	THIRD	CUT DATE	DATE	AMOUNT	DELINQUENT AMOUNT	UNDER LIMIT	CUT-OFF AMOUNT	BALANCE DUE	CODE	ONLY CODE/DATE
CYCLE: 07 ROUTE: 10											
18229	SULLIVAN REALTY TRUST	9894	74 FREMONT ST	3/12/14	50.80	49.70	NO	49.70	75.54	N	
5/02/14	6/02/14	7/01/14	12/15/14								
19075	ROHMER TOWING	9904	318 RESERVOIR ST	3/13/14	90.73	86.15	NO	86.15	136.86	N	
5/02/14	6/02/14	7/01/14	12/15/14								
37393	RCASH PROCESSING CENTER	10262	160 GOULD ST	4/14/14	1,063.50	1,532.56	NO	1,532.56	2,904.56	N	
5/06/14	6/05/14	7/07/14	12/15/14								
24937	TOCCI DAVID	10288	95 HAMPTON AVE	4/23/14	56.00	.10	YES	.10	66.30	N	
0/00/00	0/00/00	0/00/00	0/00/00								
23815	ATLANTIC APPLIANCE	10354	25 CENTRAL AVE	7/19/13	57.01	55.91	NO	55.91	61.26	N	
5/02/14	6/02/14	7/01/14	12/15/14								
23859	MILLER TR CO INC	12498	588 HILLSIDE AVE	5/07/14	15.20	10.20	NO	10.20	25.70	N	
5/02/14	6/02/14	7/01/14	12/15/14								
7381	MORRISON JOHN C TRUSTEE	15534	1150 GREAT PLAIN AVE	4/16/14	195.18	189.30	NO	189.30	423.11	N	
5/02/14	6/02/14	7/01/14	12/15/14								
22625	DANAK CORP	19178	151 THIRD AVE	3/18/14	245.70	189.30	NO	189.30	437.21	N	
5/02/14	6/02/14	7/01/14	12/15/14								
7907	ST JOSEPH SCHOOL	19542	86 PICKERING ST	5/07/14	228.60	228.60	NO	228.60	832.13	N	
5/06/14	6/05/14	7/07/14	12/15/14								
7253	NEEDHAM YMCA	19548	863 GREAT PLAIN AVE	3/18/14	1,810.80	3,480.62	NO	3,480.62	5,733.89	N	
5/06/14	6/05/14	7/07/14	12/15/14								
2007	NEEDHAM GOLF CLUB	19998	25 GREEN ST	5/06/14	88.22	16,448.44	NO	16,448.44	16,537.55	N	
5/02/14	6/02/14	7/01/14	12/15/14								
265	DEACONESS-GLOVER HOSP CORP	20192	148 CHESTNUT ST	4/04/14	5,772.90	195.17	NO	195.17	7,253.44	N	
5/02/14	6/02/14	7/01/14	12/15/14								
267	DEACONESS-GLOVER HOSP CORP	20194	148 CHESTNUT ST	4/04/14	2,614.50	76.45	NO	76.45	2,973.84	N	
5/02/14	6/02/14	7/01/14	12/15/14								
7059	CONROB REALTY	21234	397 A GREAT PLAIN AVE	3/19/14	162.23	149.30	NO	149.30	382.64	N	
5/02/14	6/02/14	7/01/14	12/15/14								
7061	CONROB REALTY	21236	399 GREAT PLAIN AVE	1/14/14	491.40	737.10	NO	737.10	1,070.60	N	
5/02/14	6/02/14	7/01/14	12/15/14								
32417	DUPEE MATT	21282	920 GREAT PLAIN AVE	2/04/14	10.00	5.00	NO	5.00	10.06	N	
5/02/14	6/05/14	7/07/14	12/15/14								
22623	BEERSHEBA NAIL PLUS	21310	1029 GREAT PLAIN AVE	12/12/13	104.02	493.51	NO	493.51	606.55	N	
5/02/14	6/02/14	7/01/14	12/15/14								

CUSTOMER ID/NAME			LOCATION ID/SERVICE ADDRESS		DELINQUENT		UNDER LIMIT	CUT-OFF AMOUNT	BALANCE DUE	ADDITIONAL DELINQUENCY SPECIAL CASH EXEMPTION CODE ONLY CODE/DATE	
NOTICE		LAST PAYMENT		AMOUNT							
FIRST	SECOND	THIRD	CUT DATE	DATE	AMOUNT	AMOUNT					
CYCLE: 07 ROUTE: 10											
8163 MAKARIOS THEODORE											
5/02/14	6/02/14	7/01/14	12/15/14	2/04/14	21462	892 HIGHLAND AVE 98.30	172.30	NO	172.30	432.96	N
18163 CHIAPPISI REALTY TRUST											
5/02/14	6/02/14	7/01/14	12/15/14	2/20/14	23006	26 WEXFORD ST 49.70	25.40	NO	25.40	40.90	N
24929 TOCCI DAVID F											
0/00/00	0/00/00	0/00/00	0/00/00	4/23/14	23206	116 GOULD ST 98.30	.02	YES	.02	136.37	N
26387 O'BRIEN JAMES P TTEE											
5/02/14	6/02/14	7/01/14	12/15/14	12/30/13	24012	444 HILLSIDE AVE 100.45	384.95	NO	384.95	496.45	N
37451 NEEDHAM SENIOR CENTER											
5/06/14	6/05/14	7/07/14	12/15/14		25478	300 HILLSIDE AVE 2,574.90		NO	2,574.90	2,643.55	N
** CYCLE ROUTE TOTALS:											
CYCLE: 10 ROUTE: 11											
26899 DEPHOURE ADAM & DARA											
4/04/14	5/05/14	6/03/14	12/15/14	3/06/14	5566	15 FLETCHER RD 197.70	163.65	NO	163.65	163.65	N
33459 MCINERNY THOMAS SR. & J. JR											
4/04/14	5/05/14	6/03/14	12/15/14	3/14/14	5814	47 MARSH RD 150.00	55.15	NO	55.15	55.15	N
529 F & M & M CRAFT											
4/04/14	5/05/14	6/03/14	12/15/14	5/30/13	5818	23 MARSH RD 146.21	238.90	NO	238.90	238.90	N
26705 MCINERNEY THOMAS & JEFFREY											
4/04/14	5/05/14	6/03/14	12/15/14	12/09/13	5828	297 CHESTNUT ST 400.00	451.08	NO	451.08	451.08	N
23969 JAY KEVIN & SARA											
4/04/14	5/05/14	6/03/14	12/15/14	12/13/13	17704	776 CHESTNUT ST 282.75	331.35	NO	331.35	331.35	N
469 BUSCH JOHN & MARCY											
4/04/14	5/05/14	6/03/14	12/15/14	11/21/13	17740	700 CHESTNUT ST 93.76	48.75	NO	48.75	48.75	N
37453 GENKINS JENNIFER R & HOLMES K.											
4/04/14	5/05/14	6/03/14	12/15/14	1/06/14	17754	640 CHESTNUT ST 570.91	282.70	NO	282.70	282.70	N
38289 MACCOLL MALCOLM											
4/04/14	5/05/14	6/03/14	12/15/14	1/29/14	23910	29 SOUTHFIELD CT 70.00	322.05	NO	322.05	322.05	N
29209 DEMETRIUS GUY & PAULINE											
4/04/14	5/05/14	6/03/14	12/15/14	12/16/13	24324	32 JUNCTION ST UNIT2 209.85	136.95	NO	136.95	136.95	N
36179 FYNN-THOMPSON NICOLETTA											
5/06/14	6/05/14	7/07/14	12/15/14	2/20/14	25250	672 CHESTNUT ST 1,000.00	1,875.43	NO	1,875.43	1,875.43	N
** CYCLE ROUTE TOTALS:											
CYCLE: 10 ROUTE: 12											
31321 PATEL BHUREN											
4/04/14	5/05/14	6/03/14	12/15/14	6/06/12	5526	72 HIGH ROCK ST 150.22	177.26	NO	177.26	177.26	N

CUSTOMER ID/NAME				LOCATION ID/SERVICE ADDRESS			ADDITIONAL DELINQUENCY				
NOTICE				LAST PAYMENT			SPECIAL CASH EXEMPTION				
FIRST	SECOND	THIRD	CUT DATE	DATE	AMOUNT	DELINQUENT AMOUNT	UNDER LIMIT	CUT-OFF AMOUNT	BALANCE DUE	CODE	ONLY CODE/DATE
CYCLE: 10 ROUTE: 12											
9629 GAUDETTE STEPHEN & PATRICIA											
0/00/00	0/00/00	0/00/00	0/00/00	3/20/14	5530	92 HIGH ROCK ST	.80	YES	.80		N
743 RAIMONDO THOMAS F											
4/04/14	5/05/14	6/03/14	12/15/14	9/30/13	5666	211 HIGH ROCK ST	153.29	NO	153.29		N
38633 169 HIGH ROCK LLC											
4/04/14	5/05/14	6/03/14	12/15/14		5700	71 EMERSON RD	15.00	NO	15.00		N
797 SEARS HERBERT F											
4/04/14	5/05/14	6/03/14	12/15/14	1/16/14	15778	384 HIGH ROCK ST	432.12	NO	432.12		N
27901 FUCCI TRACEY											
4/04/14	5/05/14	6/03/14	12/15/14	3/28/13	15784	118 BARRETT ST	458.88	NO	458.88		N
1011 MCNEILL GARY											
5/06/14	6/05/14	7/07/14	12/15/14	10/15/13	15804	54 DEERFIELD RD	840.85	NO	840.85		N
15099 LEE-LOWRY SOOMI											
4/04/14	5/05/14	6/03/14	12/15/14	3/11/09	15812	24 DEERFIELD RD	251.20	NO	251.20		N
951 SANTOS MAREA											
5/06/14	6/05/14	7/07/14	12/15/14	9/11/13	15822	19 ROBINWOOD AVE	1,053.11	NO	1,053.11		N
32551 VIZARD DOUGLAS M											
4/04/14	5/05/14	6/03/14	12/15/14	1/06/12	15852	68 ROBINWOOD AVE	44.86	NO	44.86		N
36557 GRODEN THOMAS & KATE											
4/04/14	5/05/14	6/03/14	12/15/14	5/07/14	15878	480 HIGH ROCK ST	47.45	NO	47.45		N
29707 KRINSKY MENDEL											
5/06/14	6/05/14	7/07/14	12/15/14	12/10/13	15880	472 HIGH ROCK ST	927.38	NO	927.38		N
32951 AJAYI OLUSEYI											
4/04/14	5/05/14	6/03/14	12/15/14	12/23/13	15898	22 BARRETT ST	226.85	NO	226.85		N
31979 RIPIN DANIEL J											
0/00/00	0/00/00	0/00/00	0/00/00	3/05/14	16030	82 DEERFIELD RD	.90	YES	.90		N
23603 JACOBS MARC											
0/00/00	0/00/00	0/00/00	0/00/00	3/13/14	16190	461 HIGH ROCK ST	.70	YES	.70		N
26699 KATZ JOEL											
4/04/14	5/05/14	6/03/14	12/15/14	1/23/14	17868	25 RICHARDSON DR	422.00	NO	422.00		N
873 MARGOSIAN FREDERICK F											
4/04/14	5/05/14	6/03/14	12/15/14	4/16/13	17872	55 RICHARDSON DR	328.70	NO	328.70		N
34237 MORGAN RAMANDA											
4/04/14	5/05/14	6/03/14	12/15/14	12/14/12	19776	17 MURPHY RD	385.13	NO	385.13		N